

MANAGER, LIABILITY INSURANCE

This is supervisory and managerial work in overseeing the Liability Insurance Branch activities in the Vehicle Registration Section of the Division of Motor Vehicles.

Under the administrative direction of the Motor Vehicle Registration Assistant Director, the employee manages staff that ensure all vehicles registered in North Carolina maintain continuous liability insurance coverage. The work activities of the branch include maintenance of termination notices and certificates of insurance; cancellation and enforcement of liability insurance; revocation of vehicle registration for non-compliant vehicles; and the administration of insurance hearings. Employee establishes policies and procedures, ensures adherence to and application of motor vehicle laws and regulations by subordinate employees, determines overall goals and objectives of the branch, participates in review of post-action appeals, and performs related work as required.

I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employee plans, prioritizes, and establishes deadlines and goals related to the program administered and services provided by the branch. Work requires that employee plan for the utilization of existing resources and determines the need for additional resources. Employee researches projects for implementation by the Liability Insurance Branch.

Organizing and Directing - Employee recommends and implements changes in work operations to adjust to changing goals and priorities, or to meet unexpected situations or new program requirements.

Budgeting - Employee operates within an existing budget. Recommendations and justifications are submitted to the Motor Vehicle Registration Assistant Director for integration into the budget proposal for the section.

Training - Employee provides for on-the-job training of new employees and in-service training programs on new and revised statutes, interpretations of law, and changes in procedures.

Setting Work Standards - Employee is involved in developing and implementing quantitative systems to collect statistical data related to work performed in the branch. Employee evaluates the overall quality of decisions rendered by the field and central office staff. Employee ensures standards are maintained by professional review and consultation with subordinate employees.

Reviewing Work - Employee periodically monitors the work of the branch. On an as-needed basis, employee provides guidance and assists supervisory staff in resolving major problems. To ensure the accuracy and adherence to statutory time limitations, employee periodically reviews hearings case dispositions.

Counseling and Disciplining - Employee discusses problems with supervisors or directly with employees as they arise and ensures conformity to established departmental grievance policy. Formal grievances or complaints are referred to the Motor Vehicle Registration Assistant Director with recommendations for resolution.

Performing Other Personnel Functions - Employee interviews prospective employees, conducts performance evaluations, and makes recommendations on employment, dismissals, performance increases, or other disciplinary actions to Motor Vehicle Registration Assistant Director.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Work supervised is relatively stable; however, decisions made by hearings officers are routinely discretionary. Employee supervises work that responds to periodic changes in state statutes or division guidelines related to motor vehicle liability insurance.

Variety of Work Supervised - Employee supervises office support, administrative, and professional staff involved in ensuring that all vehicles registered in North Carolina maintain continuous liability insurance coverage.

Number of Employees Responsible For - Employee is responsible for approximately 57 positions.

III. EXTENT OF SUPERVISION RECEIVED: Employee works with considerable independence. On an as-needed basis, consults with the Motor Vehicle Assistant Registration Director on priority determinations, reassignment of personnel, and major case developments. A status report of work operations is submitted to the Director of the section monthly.

IV. SPECIAL ADDITIONAL CONSIDERATIONS: Employee has indirect supervisory responsibility for a staff of hearings officers located statewide.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Extensive knowledge of motor vehicle laws as set forth in Chapter 20 of the General Statutes of North Carolina. Extensive knowledge of departmental policies and procedures related to motor vehicle liability insurance. An ability to interpret and apply laws and policies related to the work performed in the Liability Insurance Branch. Ability to organize and direct the work of others. Ability to communicate effectively in oral and written form. Ability to establish and maintain effective working relationships.

Minimum Training and Experience - Graduation from a four-year college or university and four years of experience in work involving the application of law or policy related to vehicle registration and motor vehicle liability insurance, including two years of supervisory experience; or high school and eight years of experience in work involving the application of law or policy related to vehicle registration and motor vehicle liability insurance, including two years of supervisory experience; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class but may not be applicable to all positions.